

DTS Enterprise Incident Report

As of 2/1/2011

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Environmental Quality	129	129
	49	49
Customer Company Total	129 49	129 49

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Environmental Quality	129 2	129 2
Customer Company Total	129 2	129 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Environmental Quality	129 0.06	129 0.06
Customer Company Total	129 0.06	129 0.06

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution	
	Low	MR Total
Environmental Quality	129 2	129 2
Customer Company Total	129 2	129 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Environmental Quality	129 0.89	129 0.89
Customer Company Total	129 0.89	129 0.89

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Detail

INC000000239488	Christine Keyser Help Desk	Application Vicky Marrelli	Password Environmental Quality	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 2.76
INC000000239694	Keith E Eagan Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239810	John Whitehead Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239841	John Whitehead Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000240634	Harold Sandbeck Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.14
INC000000240757	Kimber Hall Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.29
INC000000240774	Mark Jensen Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.52
INC000000240801	Nicole Carrell Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.10
INC000000240809	Deborah Ng Application Services	Application Martin Gonzalez	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.16 7.44
INC000000241266	Michelle Weis Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000241273	Marty Gray Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000241361	Richard Sanborn Help Desk	Application Brenda Treadway	Password Environmental Quality	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.25
INC000000241474	Seth Arens Voice Operations	Telecom Annette Nielsen	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.08
INC000000241494	Jodie Swanson Metro B Desktop Support	PC/Laptop Bill Crowther	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000241703	Craig W Jones Metro B Desktop Support	Application Steve McCann	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.68
INC000000242138	Michael Yang Voice Operations	Telecom Annette Nielsen	Dial Tone Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.20

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INC000000242142	Richard Sanborn Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.50
INC000000242389	Sharon Anderson Metro B Desktop Support	PC/Laptop Steve McCann	Virus Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242485	Morgan Atkinson Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242486	Kim Shelley Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242490	Richard Saathoff Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242494	Marc Wade Metro B Desktop Support	Network Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000242708	Sharon Schofield Voice Operations	Telecom Kelly Johnson	Voice Mail Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.57
INC000000242850	Nicole Carrell Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000242854	Jim Bowcutt Metro B Desktop Support	Application Tom Hanson	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.88
INC000000243104	Marianne Booth Metro B Desktop Support	Print/Copy/Scan/Fax Steve McCann	Paper Jam Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.65
INC000000243403	Carolyn Fritz Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243412	Susan L Hunt Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243427	Renette Anderson Metro B Desktop Support	Application Steve McCann	Error Environmental Quality	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243657	Faye Bell Metro B Help Desk	Network Val Shepherd	Password Environmental Quality	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000243788	Kimber Hall Help Desk	Application Brenda Treadway	Password Environmental Quality	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.14
INC000000244723	Gregory Mortensen Metro B Desktop Support	Network Steve McCann	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244727	Leah Ann Lamb Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000244728	Brad T Johnson Metro B Desktop Support	PC/Laptop Steve McCann	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244729	Julie Cobleigh Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244731	Nagendra Dev Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244882	Edith Barker Metro B Desktop Support	None Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244887	Shaun Buttars Metro B Desktop Support	Network Bill Crowther	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000244965	Johnathon Cook Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
INC000000245146	Chad Harris Metro B Desktop Support	Network Steve McCann	Performance Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.19
INC000000245365	Susan Woeppel Metro B Desktop Support	None Steve McCann	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245374	Barbara Perkins Metro B Desktop Support	PC/Laptop Steve McCann	Performance Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.95
INC000000245498	Judy Etherington Voice Operations	Telecom Kelly Johnson	Coverage Path Environmental Quality	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.18
INC000000245845	Kathy Lundy Metro B Desktop Support	Print/Copy/Scan/Fax Bill Crowther	Queue Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245848	Patti Fauver Metro B Desktop Support	Mobile Devices Bill Crowther	None Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245849	Patti Fauver Metro B Desktop Support	Application Bill Crowther	Error Environmental Quality	Documentum Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245857	Sonja Robinson Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245863	Christine Keyser Metro B Desktop Support	PC/Laptop Bill Crowther	Error Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000245945	Roy Van Os Metro B Desktop Support	Application Tom Hanson	Password Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000246159	Ilene Staker Metro B Desktop Support	PC/Laptop Tom Hanson	Hardware Environmental Quality	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.70

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INC000000246168	Sonja Robinson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 3.58
INC000000246635	Daniela Walsh	Telecom	None	None		TIR Missed: No	TIR: 0.17
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000247135	Kim Dyches	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247480	Richard Saathoff	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247611	Bill Damery	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.06
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000247640	Shirlie Van Wagoner	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000247647	Beverly Rasmussen	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.65
INC000000247726	Amanda Reidhead	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000248474	Deborah McMurtrie	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.60
INC000000248982	Walter Baker	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000248998	Phillip Goble	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249002	Cheryl Heying	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249006	Cheryl Heying	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249114	Brent D Shaw	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.87
INC000000249286	John Waldrip	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.90
INC000000249609	Peter Verschoor	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.03
INC000000249618	Joseph Randolph	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000249664	Jule Fausto	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249670	Shane Bekkemellom	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249680	David Hansen	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249804	Marianne Booth	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249830	Deborah McMurtrie	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000249996	Deborah Ng	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.53
INC000000250143	Reginald Olsen	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR: 1.29
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.60
INC000000250180	Cheryl Heying	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000250443	Michelle Weis	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.47
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.12
INC000000250585	Thad Baldwin	Application	Error	Mozilla Firefox		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000250603	Kimberly A Wilcox	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000250609	Sharon Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000250764	Neil Taylor	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251748	Ron Daniels	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000251763	S Diane Nielson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.94
INC000000251942	Ron Daniels	Mobile Devices	Error	BlackBerry Enterprise Server		TIR Missed: No	TIR: 0.34
	Application Services	Danielle Hood	Environmental Quality	Low	Resolved	TTR Missed: Yes	TTR: 15.94
INC000000251992	Ron Daniels	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.14
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.14

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INC000000252023	Charles Bishop	None	None	None		TIR Missed: No	TIR: 0.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 4.17
INC000000252030	Ron Daniels	Application	None	BlackBerry Configuration		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.67
INC000000252071	Ann Rosser	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.60
INC000000252073	Ron Daniels	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR: 0.39
	Help Desk	None	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000252079	Molly Bringham	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.11
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000252157	Jalynn Knudsen	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.87
INC000000252337	Gwyn Galloway	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000252788	Boyd Swenson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000252791	Elden Olsen	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000252795	Barbara D Johnson	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000252801	Neil Taylor	Network	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.18
INC000000252803	Robert Herbert	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000252812	Michael Yang	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.77
INC000000253002	Michael Zucker	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000253006	Alex Pashley	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000253168	Sonja Robinson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.14
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.00
INC000000253401	Brock Lebaron	Network	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000253491	Susan Weisenberg	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.00
Help Desk		Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000253509	Ron Daniels	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253530	Faye Bell	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253672	Michael Yang	None	None	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.34
INC000000253714	Emily Canton	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.13
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	3.03
INC000000253891	Michelle Horning	Application	Error	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000253964	Edith Barker	None	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254167	Cheryl Heying	Application	Reporting	None		TIR Missed:	No	TIR:	0.14
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.76
INC000000254287	Kim Shelley	Application	None	None		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000254306	Kent Bott	Network	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254313	Patrick Barickman	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254360	Allan Moore	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000254482	Phillip Goble	Application	Reporting	None		TIR Missed:	No	TIR:	0.53
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.53
INC000000254534	Christopher Bittner	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	2.34
INC000000254764	Kimberly Kreykes	Storage	Stand Alone	None		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254843	Scott Everett	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000254845	Shaun Buttars	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed:	No	TTR:	0.00

DTS Enterprise Incident Report

As of 2/1/2011

Environmental Quality

INC000000254864	Nicole Carrell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254873	Tina Mercer	Storage	Stand Alone	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254917	Nicole Carrell	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000254944	Faye Bell	Application	None	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000255114	Eric Baiden	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.26
INC000000255115	Tina Mercer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Tom Hanson	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.11
INC000000255433	Jillian Vause	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.31
INC000000255452	Tino Valles	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 2.92
INC000000255678	Susan Weisenberg	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 3.86
INC000000255684	Molly Bringham	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Steve McCann	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.31
INC000000255876	Greg Sorenson	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.24
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	TTR: 1.22